

## **Complaint about childcare provision**

Ref: EY490818/4397934

Date: 20 December 2019

### **Summary of outcome**

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 5 December 2019 we received concerns that the provider was not meeting the requirements. The provider took prompt and effective action to meet requirements and prevent a reoccurrence of the incident. The action taken was to:

- improve the implementation of risk assessments, particularly in regard to children's access to age-appropriate toys and resources and the arrangements to ensure children's safety during the session at the end of the day when parents/carers are collecting their children.

Ofsted is satisfied with the action taken by the provider and no further action is required on this matter. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

### **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).